

NOTICE OF PRIVACY PRACTICES FOR MAYO CLINIC ARIZONA

THIS NOTICE DESCRIBES HOW MEDICAL INFORMATION ABOUT YOU MAY BE USED AND DISCLOSED AND HOW YOU CAN GET ACCESS TO THIS INFORMATION. PLEASE REVIEW IT CAREFULLY.

This notice applies to Mayo Clinic Arizona and its health care practice sites in Arizona (collectively referenced as “Mayo Clinic”). These practice sites include Mayo Clinic in Scottsdale, Mayo Clinic Hospital, and the Mayo Clinic Primary Care sites.

Mayo Clinic’s Duties

By law, Mayo Clinic must keep protected health information private. The federal government defines protected health information as any information, whether oral, electronic or paper, which is created or received by Mayo Clinic and relates to a patient’s health care or payment for the provision of medical services. This includes not only the results of tests and notes written by doctors, nurses and other clinical personnel, but also certain demographic information (such as your name, address and telephone number) that is related to your health records.

Mayo Clinic is required by law to give you this notice and to follow the terms and conditions of the notice that is currently in effect.

How Mayo Clinic Fulfills These Duties

- Mayo Clinic considers patient privacy as part of its mission to serve the needs of the patient first.
- Mayo Clinic takes necessary precautions against inappropriate use or disclosure of medical information.
- Mayo Clinic employees are expected to access medical information only as necessary to perform their jobs.
- Mayo Clinic employees who violate these rules and policies are subject to sanctions, including discipline and termination.

The Health Care Providers Covered By This Notice

This notice covers Mayo Clinic and Mayo Clinic personnel, volunteers, students, and trainees. The notice also covers other health care providers that come to Mayo Clinic’s facilities to care for patients (such as physicians, physician assistants, therapists, and other health care providers not employed by Mayo Clinic), unless these other health care providers give you their own notice of privacy practices that describes how they will protect your medical information. Mayo Clinic may share your medical information with these other health care providers for their treatment, payment and health care operations. This arrangement is only for sharing information and not for any other purpose.

A Word About Federal and State Law

Federal and state laws require Mayo Clinic to protect your medical information and federal law requires Mayo Clinic to describe to you how we handle that information. When federal and state privacy laws differ, and Arizona law is more protective of your information or provides you with greater access to your information, then state law will override federal law.

Part I - Most Common Uses and Disclosures

This section describes the most common circumstances in which Mayo Clinic may use or disclose protected health information.

Treatment

Mayo Clinic will use and disclose protected health information to provide, coordinate or manage your care. This includes communication and consultation between health care providers – doctors, nurses, technicians and other members of your medical team. This applies to disclosures for treatment purposes to health care providers both within and outside of Mayo Clinic. For example, following orthopedic surgery, your doctor may refer you for rehabilitation. Information will be shared between caregivers to ensure continuity of care.

Payment

Mayo Clinic will use and disclose protected health information to create bills and collect payment from insurance companies, Medicare and other payers. This may include providing information such as dates of service, symptoms and diagnosis to your insurance company to show that Mayo Clinic provided medical services to you. Mayo Clinic also may disclose protected health information to another health care provider if such information is needed by the other health care provider to obtain payment for medical services provided to you.

Health Care Operations

Mayo Clinic will use and disclose protected health information if it is necessary to improve the quality of care we provide to patients or to run our health care facilities. These include activities to monitor and improve patient care, license staff to care for patients, prepare for state and federal regulatory reviews, train health care and non-health care professionals, manage health care operations and improve health care services. Here are some examples:

- To reduce the infection rate after a surgery, it would be necessary to look at medical records to determine the rate of infections that occurred.
- To be licensed to do a certain procedure, a doctor may be required to show that he or she has successfully completed a number of procedures under the supervision of another physician.
- A Federal Drug Administration inspector may review patient records in a laboratory to ensure that accurate and complete records are maintained for patient safety.

Mayo Clinic also may disclose protected health information to another health care provider who has treated you, or to your insurance company, if such information is needed for certain health care operations of the health care provider or insurance company, such as quality improvement activities, evaluations of health care professionals, and state and federal regulatory reviews.

Patient Contacts

At times, Mayo Clinic may access information, such as your name, address and general medical condition to contact you to:

- set up or remind you about future appointments;
- provide information about treatment alternatives or other information that may be of interest to you; or
- disclose health-related benefits or services that may be of interest to you.

Philanthropy

Mayo Clinic may contact you to raise funds to sustain the Mayo Clinic mission. For example, you may receive letters or other publications asking you to consider making a tax-deductible contribution to Mayo Clinic. When conducting fundraising activities, Mayo Clinic may access only your basic demographic information (such as name and address) and the dates that you were treated at Mayo Clinic. Mayo Clinic does not engage in telephone solicitations, nor does Mayo Clinic sell or rent patients' names or addresses to any organization outside the Mayo Foundation.

Facility Directory/Patient Census

Mayo Clinic may include your name, location in our facility, health condition (in general terms, such as "good," "fair") and religious affiliation (should you choose to provide one) in current patient lists for our facilities. This information is maintained for Mayo Clinic personnel to assist family members and other visitors or persons in locating you while you are in Mayo Clinic's facilities. For example, a relative may wish to visit you in the hospital and would need to know your hospital room number. A family member meeting you for an appointment may have forgotten which floor your appointment is on. This information is only shared with members of the clergy, or those asking about you by name, and only clergy members will receive information about your religious affiliation. You can choose not to have such information released from the facility directory/patient census. If you do not want Mayo Clinic to release such information, please inform the person assisting you during registration and/or admission and request to sign an opt-out form.

Individuals Involved in Care and Notification

Under federal regulations, Mayo Clinic may disclose relevant protected health information to a family member or friend involved with your care or handling your bills. If family or friends are present while care is being provided, Mayo Clinic will assume your companions may hear the discussion, unless you state otherwise. Additionally, federal regulations allow Mayo Clinic to disclose relevant protected health information to a public or private entity authorized by law or its charter to assist in disaster relief efforts in order to inform family members or other persons of your location or condition.

Medical Research

Medical research is vital to the advancement of medical science. Federal regulations permit use of protected health information in medical research, either with your authorization or when the research study at Mayo Clinic is reviewed and approved by an Institutional Review Board before any medical research study begins. In some situations, limited information may be used before approval of the research study to allow a researcher to determine whether enough patients exist to make a study scientifically valid.

Part II - Other Potential Uses and Disclosures

This section describes the less common circumstances in which Mayo Clinic may use or disclose protected health information.

To Avert a Serious Threat of Harm

Mayo Clinic may use and disclose protected health information to alert those able to prevent or lessen a serious and immediate threat to the health or safety of a patient, another person or the public.

Organ and Tissue Donation

If Mayo Clinic professionals determine that a patient might be a candidate for organ or tissue donation, Mayo Clinic may release protected health information to organizations that handle organ procurement, or organ, eye, tissue donation banks, or other health care organizations as needed to make organ or tissue donation and transplantation possible.

Military Personnel

If a patient is a member of the United States Armed Forces, Mayo Clinic may release protected health information as required by military authorities. Mayo Clinic also may release protected health information about foreign military personnel to the appropriate foreign military authority. When the military organization is sponsoring the medical evaluation, the patient's medical information is shared with both the patient and the sponsoring organization. Patients being evaluated on behalf of the military should be aware of these arrangements.

Workers' Compensation

If a patient is seen for a workers' compensation claim, federal rules permit the release of protected health information related to the claim, as permitted or required by state law. Arizona law permits the release of protected health information related to a workers' compensation claim to the Industrial Commission of Arizona, a patient's employer, or the employer's legal representative.

Public Health Purposes

Mayo Clinic may disclose protected health information for public health purposes. The following are some examples of releases that are allowed for public health purposes:

- to report vital statistics (e.g., births, deaths);
- to report to the federal government adverse reactions to medication or safety problems with FDA-regulated products;
- to notify people of product recalls; and
- to report communicable diseases to local, county, state, and federal health officials.

Health Oversight Activities

Mayo Clinic may disclose protected health information to health oversight agencies that oversee our operations or personnel. For example, Mayo Clinic may need to disclose protected health information to the Arizona Department of Health Services, the Arizona Medical Board, the Arizona Board of Nursing, or the federal agencies that oversee Medicare. These agencies need such information to monitor our compliance with state and federal laws.

Lawsuits and Other Judicial Proceedings

Mayo Clinic may disclose protected health information in response to a court or administrative order. Mayo Clinic also may disclose protected health information in response to certain types of subpoenas, discovery requests or other lawful process. Arizona law provides that protected health information may be disclosed in a civil or criminal action upon the issuance of a subpoena from a court of competent jurisdiction and proper notice by the party seeking such records to the patient or his or her legal representative.

Law Enforcement Activities

Mayo Clinic may disclose protected health information to law enforcement officials. For example, we may release protected health information to law enforcement officials:

- in response to a court order, grand jury subpoena, or search warrant;
- to identify a suspect, fugitive or missing person;
- about the victim of a crime under certain limited circumstances;
- about a death believed to be a result of criminal conduct; or
- about a crime committed on Mayo Clinic premises.

Coroners, Medical Examiners and Funeral Directors

Mayo Clinic may release protected health information to a coroner or medical examiner when necessary to identify the deceased, determine the cause of death or as otherwise authorized by law. Mayo Clinic also may release protected health information to a funeral director as necessary to carry out the funeral director's duties, including arrangements after death.

National Security Activities

Mayo Clinic may release protected health information to authorized federal officials for intelligence, counterintelligence or other national security activities authorized by law. Mayo Clinic also may disclose protected health information to authorized federal officials so they may provide protection to the President or other authorized individuals.

Required by Law

Mayo Clinic will use or disclose protected health information when required by federal, state, or local laws. For example, Mayo Clinic is required to report abuse or neglect of a child or vulnerable adult, and gunshot wounds or other injuries that may have resulted from a fight, brawl, robbery, or illegal or unlawful act.

Information with Additional Protections

Certain types of protected health information have additional protection under federal or Arizona law. For example, protected health information about communicable disease and HIV/AIDS, genetic testing, and evaluation and treatment for a serious mental illness is treated differently than other types of protected health information. For those types of information, Mayo Clinic is required to get your written permission before disclosing that information to others in many circumstances.

Uses and Disclosures Pursuant to an Authorization

Except as described in this notice or specifically required or permitted by law, Mayo Clinic will not use or disclose your protected health information without your specific written authorization. At times, Mayo Clinic may ask you to provide specific written permission to allow Mayo Clinic to use or disclose medical information about you. A valid authorization may be revoked in writing at any time. Written revocation of authorization must be submitted to the Mayo Clinic Medical Records Department. Once authorization is revoked, Mayo Clinic will no longer be allowed to use or disclose protected health information for the purposes described in the authorization except to the extent Mayo Clinic has already taken action based upon the authorization.

Part III - Patients' Rights with Respect to Protected Health Information

This section describes the rights of Mayo Clinic patients to protected health information.

Right to Inspect and Copy

You have the right to inspect and to request a copy of information maintained in Mayo Clinic's designated medical record about you. This includes medical and billing records maintained and used by Mayo Clinic to make decisions about your care.

To obtain or inspect a copy of your medical information, submit a written request to the Mayo Clinic Medical Records Department. If the information is needed for treatment purposes, no fee will be charged. If the information is for other purposes, a reasonable, cost-based fee may be charged to cover the expense of providing copies.

Most patients have full access to inspect and receive a copy of the full medical record. On rare occasions, Mayo Clinic may deny a request to inspect and receive a copy of some information in the medical record. This may occur if, in the professional judgment of a patient's physician or psychologist, the release of the information is not in the patient's best interest due to the treatment of the patient for a mental disorder, and that the release of this information would be reasonably likely to endanger the life or physical safety of the patient or another person, or to cause substantial harm to such other person. There is also a similar exception for a patient's raw test data and psychometric testing materials and an exception for psychotherapy notes.

Right to Request Alternate Methods of Communication

You have a right to request that Mayo Clinic communicate with you in certain ways (such as a letter or by phone) or at a certain location. For example, you may ask that we contact you only at home or only at your place of business. In this situation, you may submit a written request to the Mayo Clinic Medical Records Department specifying the communication method or alternative location being requested. Mayo Clinic will accommodate reasonable requests. However, if the request could result in Mayo Clinic not being able to collect for services, Mayo Clinic reserves the right to require you to provide additional information about how payment for services will be handled.

Right to Request Amendment

You have the right to request that your protected health information in Mayo Clinic's designated medical record for you be amended. If you wish to request amendment of the information in your record, submit a written request to the Mayo Clinic Medical Records Department. The request must include a reason to support the amendment. Mayo Clinic may deny a request for amendment based upon any of the following circumstances:

- the request is not in writing or does not include a supporting reason;
- the information you want to change was not created by Mayo Clinic, and the originator of the information is available to make the amendment;
- the information is not part of the designated medical record; or
- the information in the record is accurate and complete.

If Mayo Clinic denies your request for an amendment, Mayo Clinic will give you a written explanation of the denial. If you still disagree with the explanation provided, you can submit your written disagreement to the Mayo Clinic Medical Records Department, or you can ask that your request for amendment and explanation of the denial be included in any future disclosure of the pertinent protected health information. If you submit a statement of disagreement, Mayo Clinic may include a rebuttal statement addressing your statement of disagreement in the designated medical record.

Right to a List of Certain Disclosures

You can ask Mayo Clinic for a list of the persons or organizations to which Mayo Clinic has disclosed your protected health information. This list would provide you with a summary of certain disclosures Mayo Clinic has made that you would not otherwise be in a position to know about. The following are examples of disclosures that would not be included in the list:

- disclosures to carry out treatment, payment and health care operations;
- disclosures made directly to you (the patient) or disclosures that you have specifically authorized;
- disclosures made from the facility directory/patient census;
- disclosures to persons involved in your care;
- disclosures incident to a use or disclosure that is otherwise permitted or required by law;
- disclosures made for national security or intelligence purposes;
- disclosures made to correctional institutions or law enforcement officials having custody over a patient; or
- disclosures that took place before April 14, 2003.

To get a copy of the list, submit a written request to the Mayo Clinic Medical Records Department. Your request must state a time period (beginning no earlier than April 14, 2003 when the federal privacy rules go into effect and for no longer than six years). The first list requested within a 12-month period shall be provided at no charge. For additional lists requested during the same 12-month period, Mayo Clinic may charge for the costs of providing the list.

Right to Request Restrictions

You can ask Mayo Clinic to restrict the use or disclosure of protected health information about you for treatment, payment or health care operations. Your request must be in writing and submitted to the Mayo Clinic Medical Records Department. Mayo Clinic will carefully consider all requests. However, because of the integrated nature of Mayo Clinic's medical record, Mayo Clinic is not generally able to honor most requests, nor is Mayo Clinic legally required to do so.

Complaints

If you want to file a complaint or express concerns about Mayo Clinic's use or disclosure of protected health information, please contact the Patient Administrative Liaison Office at Mayo Clinic at 13400 East Shea Boulevard, Scottsdale, Arizona 85259, or at 480-301-4938. You also may file a written complaint with the United States Department of Health and Human Services – Office of Civil Rights.

Mayo Clinic honors your right to express concerns regarding your privacy. Mayo Clinic would not - nor could it legally or ethically - take action against you for filing a concern or complaint regarding the use or disclosure of your health information. Mayo Clinic reserves the right, however, to take necessary and appropriate action to maintain an environment that serves the best interests of its patients and providers.

Key Information About this Notice

- The effective date of this notice is April 14, 2003.
- Additional paper copies of this notice will be provided upon request.
- From time to time, Mayo Clinic may change its practices concerning how we use or disclose protected health information, or how we will implement patient rights concerning their information. Mayo Clinic reserves the right to change the terms of this notice and make the new notice provisions effective for all protected health information maintained by Mayo Clinic. Mayo Clinic will follow the terms and conditions of the notice that is currently in effect.
- When the notice is revised, it will be available upon request at Mayo Clinic facilities, on our website at <http://www.mayoclinic.org/scottsdale/>, or by mail. It will also be posted at our facilities.

Need More Information?

If you have any questions, or would like to discuss this in more detail, please contact Mayo Clinic's privacy officer at 480-301-6784. More information also is available at Mayo Clinic's web site at <http://www.mayoclinic.org/scottsdale/>.



Dear Mayo Clinic Patient,

In our Notice of Privacy Practices, we explained that we may disclose your health information to a family member or friend who is involved with your care or who is handling your bills. We find that many patients want us to discuss their care with their family members or friends to keep your loved ones up-to-date on your care, to help you understand your care, to help in handling your bills, or to help in the scheduling of your appointments.

You have the right to tell us not to discuss such information with your family members or friends. If you do not want the staff of Mayo Clinic to discuss such information with your family members or friends, please inform the person assisting you during registration and/or admission and request to sign the Disclosure Opt-Out form (MCS 7596). Once the form has been signed, Mayo staff will **not** be able to answer any questions from family or friends (e.g., regarding appointments, care, billing issues). Additionally, Mayo staff will **not** be able to acknowledge your presence in our facilities, if family or friends are trying to locate you.